

# Mississippi Department of Transportation

Request for Proposal No. 3770

Hosted Statewide GPS  
Public Transit Call Center Solution

Vendor Web Conference

Friday, June 17, 2016

# RFP 3770

The MDOT Public Transit Division, hereafter known as the Lead Procuring Agency, located in Jackson, Mississippi is requesting proposals for regional call center technology. This RFP is made on behalf of statewide transit providers, to purchase GPS-based automated scheduling, routing, billing and reporting software with Automated Vehicle Locator (AVL) and swipe card capability. This technology will enhance Demand Response, Flexible, Fixed, and Commuter Route services for Community Transportation providers funded by the Federal Transit Administration (FTA).

# Agenda

- Roll Call
- Program Overview
- Project Overview
- Project Scope
- Procurement Guidelines
- Mandatory Requirements
- Cost Information Submission

# Agenda (cont.)

- Standard Contract
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- Additional Information
- Questions/Answers
- Roll Call

# Mississippi Department of Transportation Public Transit Division

- The Mississippi Department of Transportation is the operational agency of the Mississippi Transportation Commission tasked to maintain and improve the highway, rail, maritime, public transportation, and aviation infrastructure in the state.
- The Public Transit Division is responsible for the development and administration of general public and specialized transportation program grants and contracts. These programs include service delivery, technical assistance, and training components.
- Must comply with Federal and State requirements and reporting mandates. Vendor and all subcontractors must comply to the Federal Transit Administration 4220.1F Third Party Procurement Regulations included in Attachment B and Attachment C of this RFP.

# Project Overview

- Establish a contract for regional call center technology.
  - This contract is made on behalf of statewide transit providers, to purchase GPS-based automated scheduling, routing, billing and reporting software with Automated Vehicle Locator (AVL) and optional swipe card capability.
  - This technology will enhance Demand Response, Flexible, Fixed, and Commuter Route services for Community Transportation providers funded by the Federal Transit Administration (FTA).

# Project Scope

- Statewide - Six Regional Coordination Transportation Groups
- Web-enabled, vendor-hosted, GPS-based system.
- Automated scheduling, routing, billing, and reporting capabilities.
- AVL and optional swipe card functionality.
- Batch scheduling process that easily and accurately selects the most appropriate vehicle/route to place reservations.
- Proposed solution should be able to generate statistics that enables user to determine the efficiency of the schedule proposed.

# Project Scope (cont.)

- Ability to optimize single trips and the entire day's schedule.
- Capability to automate real time scheduling functions, while increasing the efficiency of service, increasing the accuracy of data, and reducing time spent on administrative and reporting activities.
- Client registration, scheduling, dispatching, trip brokering, verification, invoicing, reporting, geocoding, and mapping.
- Open architecture to enable future integration with add-on technologies and programs, such as future 511 coordination.



# Procurement Guidelines (RFP Response)

- The Vendor is required to submit one clearly marked original response and ten (10) identical copies of the complete proposal, including all sections and exhibits, in three-ring binders.
- Proposal Exceptions, Section V – not able to take exceptions after the fact.
- Point by point response to Section VII.
- Cost Information Submission, Section VIII.

# Mandatory Requirements

- Vendors are specifically disallowed from taking exception to mandatory requirements, and proposals that do not meet all mandatory requirements are subject to immediate disqualification.
- Mandatory requirements for this RFP:
  - See Section VII, Technical Specifications, Item 2.2

# Cost Information Submission

- Section VIII.
- Costs must be submitted using the format provided.
- Vendors cannot update costs after the proposals are opened.
- Project Budget data is not available.

# Standard Contract

- Exhibit A, Standard Contract.
- Review and take exception if necessary.

# Upcoming Dates

- Deadline for Vendor's Written Questions – 3:00pm Central Time on Wednesday, June 22, 2016.
- Proposal Due Date – 3:00 pm Central Time on Thursday, July 21, 2016.
- Begin Evaluation of Proposals – Friday, July 22, 2016.
- Award Notification & Begin Contract Negotiations – Monday, August 22, 2016.
- Awarded work to begin – Thursday, September 15, 2016.

# Additional Information

- Communication with the State, see Section II, Item 14.1  
The State's contact person is Chris Grimmer, [chris.grimmer@its.ms.gov](mailto:chris.grimmer@its.ms.gov).
- Answers to questions posed during the vendor conference are not official unless submitted in writing. All vendor questions will be answered in the Vendor's Questions and Clarifications Memo due to post Monday, July 11, 2016.
- Continue to check the ITS website for updates related to the RFP No. 3770 ([www.its.ms.gov](http://www.its.ms.gov)).

# Questions and Answers

